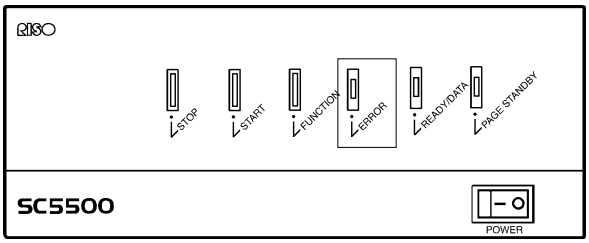
CHAPTER 5: TROUBLESHOOTING TIPS

CONTENTS

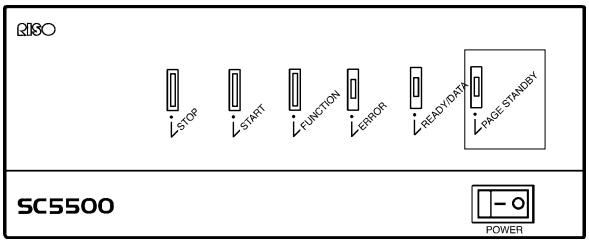
1. **Error Indicator on Front Panel** ——— 5-1
2. **Troubleshooting Flowchart** ——— 5-2

1. Error Indicator on Front Panel

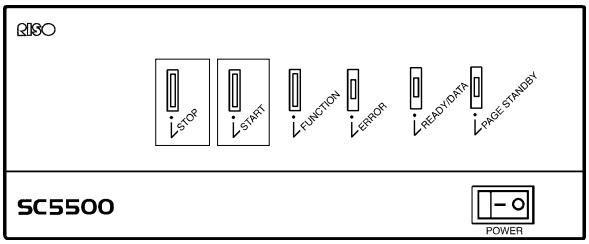
1. If an error or a user's maintenance request ("Replace Master Roll" or "Empty Disposal Box" message) occurs in the Risograph, interrupting its operation, the ERROR indicator on the front panel is illuminated.



2. When the Risograph becomes ready for operation, the PAGE STANDBY indicator starts flashing, indicating the Risograph is waiting to be restarted.
There are several ways available for restarting the Risograph, as described below, according to the interrupted operation status.



- **When an error occurred during printing process;**
  >Press the START button (or the I/F key on the Risograph) to keep on printing the current page.
  >Press the STOP button to proceed to make a master for the following page without printing the remaining copies of the current page.

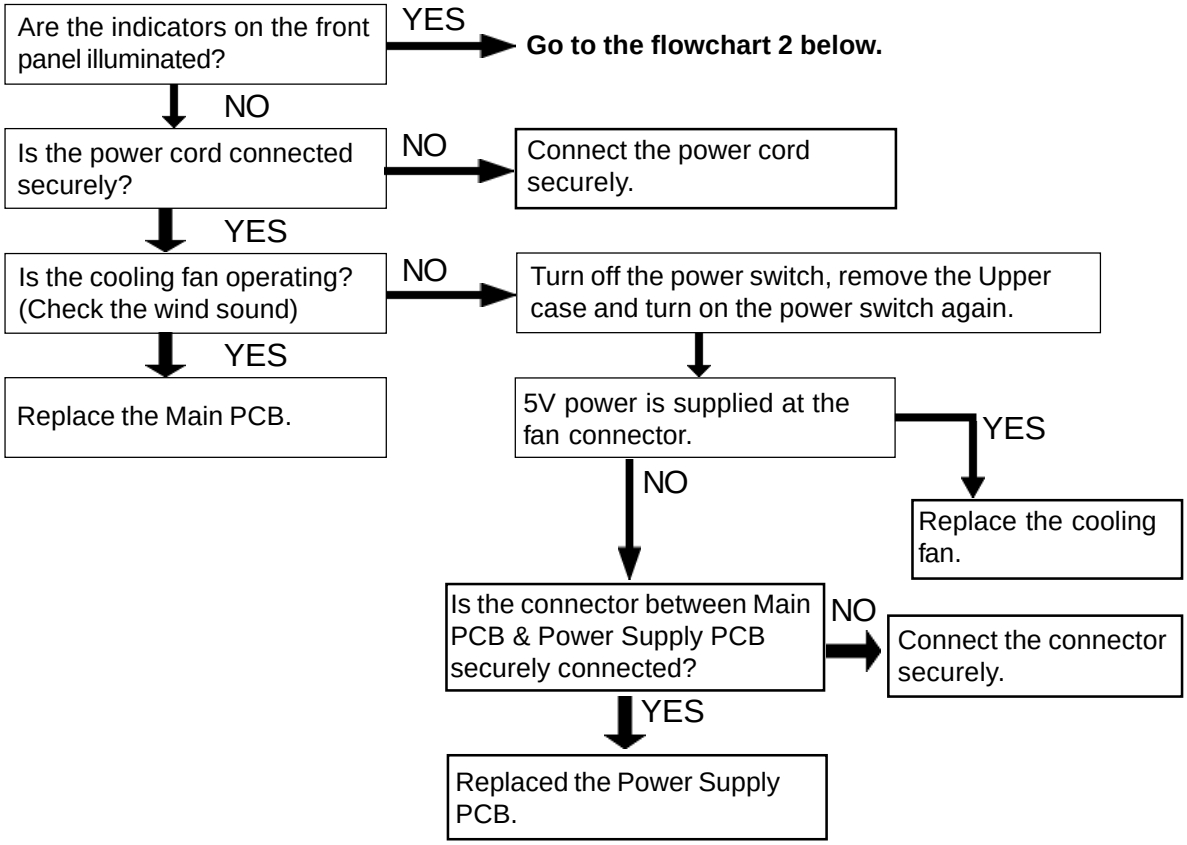


- **When an error occurred during master making process;**
  >Press the START button (or the I/F key on the Risograph) to remake a master for the current page.
  >Press the STOP button to proceed to make a master for the following page without printing the current page.
- **When a user's maintenance request message, i.e. "Replace Master Roll" or "Empty Disposal Box", was displayed on the control panel of the Risograph after master-making process;**
  >Specify the number of copies required for the current page with numeric keys on the control panel of the Risograph and press the Start key on the Risograph to keep on printing the current page.
  >Press the START button (or the I/F key on the Risograph) to remake a master for the current page.
  >Press the STOP button to proceed to make a master for the following page without printing the current page.

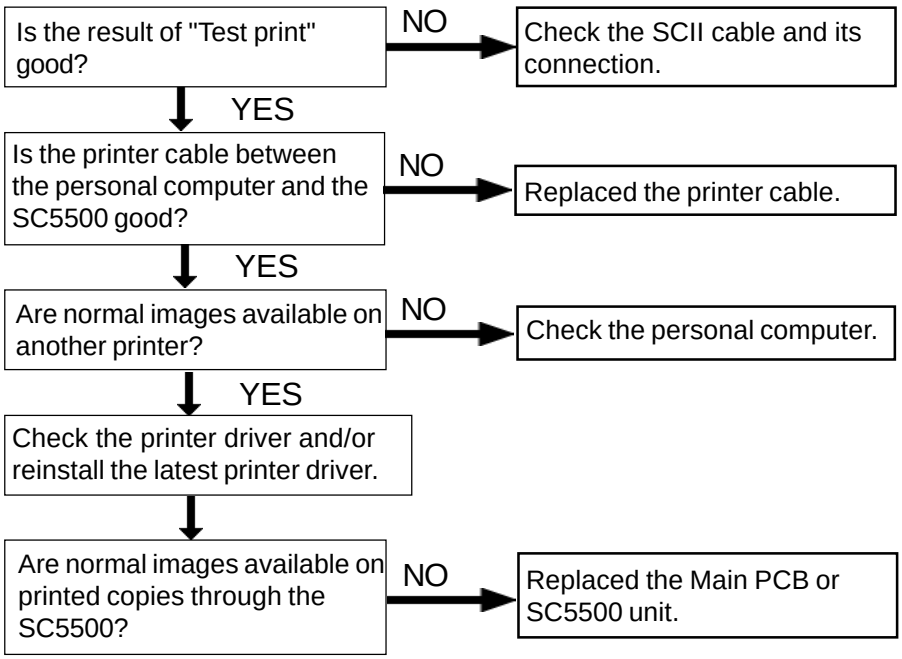
3. The ERROR indicator on the front panel flashes in the following cases;
  >The Risograph is not powered on.
  >The SCII cable is not securely connected between the SC5500 and the Risograph.
  >Another person is using the Risograph off-line.

2. Troubleshooting Flowchart

1. The SC5500 doesn't operate.


Are the indicators on the front panel illuminated?
YES
Go to the flowchart 2 below.
NO
Is the power cord connected securely?
NO
Connect the power cord securely.
YES
Is the cooling fan operating? (Check the wind sound)
NO
Turn off the power switch, remove the Upper case and turn on the power switch again.
YES
Replace the Main PCB.
5V power is supplied at the fan connector.
YES
Replace the cooling fan.
NO
Is the connector between Main PCB & Power Supply PCB securely connected?
NO
Connect the connector securely.
YES
Replaced the Power Supply PCB.

2. Normal images are not reproduced on printed copies.


Is the result of "Test print" good?
NO
Check the SCII cable and its connection.
YES
Is the printer cable between the personal computer and the SC5500 good?
NO
Replaced the printer cable.
YES
Are normal images available on another printer?
NO
Check the personal computer.
YES
Check the printer driver and/or reinstall the latest printer driver.
Are normal images available on printed copies through the SC5500?
NO
Replaced the Main PCB or SC5500 unit.